



ManageEngine 
ADManager Plus



Solution Document

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1. Introduction

ManageEngine ADManager Plus is a web-based Active Directory (AD) management and reporting software. It is simple-to-use and user friendly. Besides AD, it also provides management and reporting features for Exchange Server, Microsoft 365, Skype for Business (Lync), and Google Apps in the same console. It offers a multitude of capabilities including:

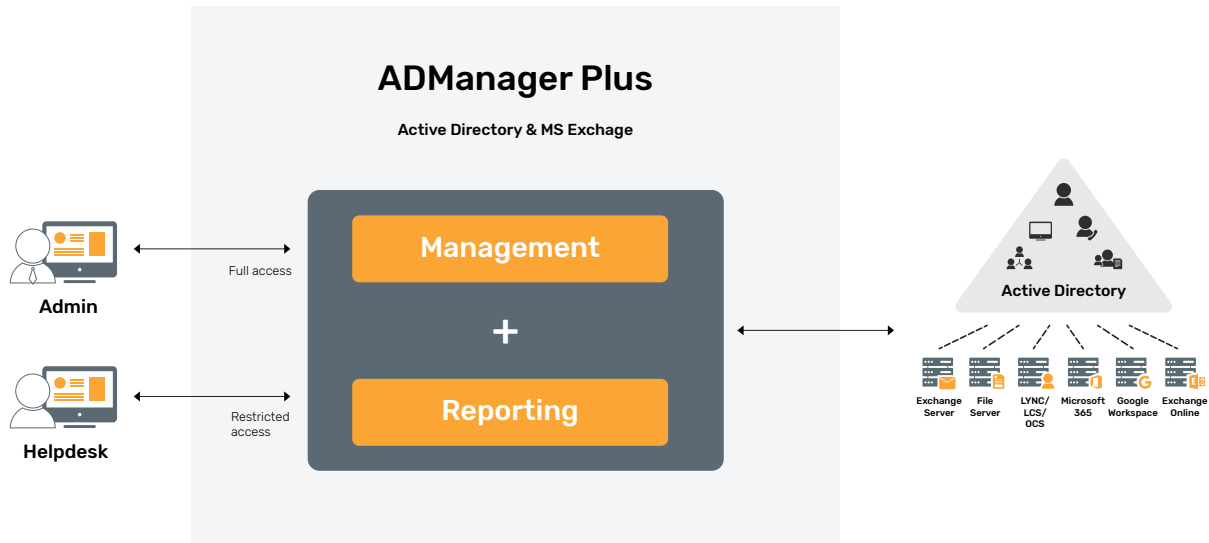
- **One-click AD, Microsoft 365, Exchange, Skype for Business, and Google Workspace user creation.**
- **Template and CSV-based bulk user management.**
- **200+ prepackaged, actionable reports.**
- **OU-based help desk delegation.**
- **Automation for routines such as AD cleanup.**
- **iOS & Android mobile apps, and much more!**

This document provides:

- A short explanation about ADManager Plus' working.
- A simple diagrammatical representation of the anatomy of ADManager Plus.
- An introduction to each module of ADManager Plus along with its features and highlights.

2. ADManager Plus: Under the hood

ADManager Plus is an off-the-shelf web-based Active Directory management and reporting solution. It is based on the web application server-client framework and also includes a built-in database.



Installing ADManager Plus is quite simple. You just have to download the product's EXE from the website, run it and follow the instructions in the install shield. Based on your need, you can run ADManager Plus as a console application or as a service.

You can install ADManager Plus on any Windows machine that has a 1.6GHz processor, 1GB of RAM, and 4GB of disk space and turn it into an ADManager Plus server. You can then access this server and its services via web browsers. For optimal efficiency, we recommend that you install it on Windows Server 2008, 2008 R2, 2012, 2012 R2, 2016, 2019, 2022, Windows 7, 8, 8.1, or 10.

By default, ADManager Plus is installed as a console application. It runs with user's privileges when you install it as an application. When installed as a service, ADManager Plus runs with the privileges of the system account.

ADManager Plus offers the flexibility to manage multiple domains from a single instance. Domains are automatically resolved during startup and can also be manually added in the domain settings.

ADManager Plus' Modules

ADManager Plus server offers several predefined functions and routines that solve your day-to-day Active Directory challenges. Based on their functionalities, these routines are grouped into four major modules namely:



Management:

Provisions, re-provisions, and de-provisions Active Directory objects in bulk; also offers template and CSV-based Active Directory account management.



Reporting:

Consists of 200+ preconfigured, schedulable reports; many reports also come with the ability to re-provision/manage accounts.



Delegation:

Foolproof delegation system that allows you to delegate even crucial tasks like account provisioning to non-technical users.



Automation:

A scheduler exclusively for Active Directory tasks; allows you to schedule and execute Active Directory management tasks.

Further, ADManager Plus also offers a flexible workflow that introduces checkpoints to prevent unauthorized/harmful changes in Active Directory.

To perform any change/update in Active Directory, ADManager Plus must be provided with the relevant permissions. So, you have to supply it with an all-inclusive account to provide the privileges required to perform any management action.

When a user logs on to ADManager Plus server to perform any task, it first verifies the user's credentials; it also checks if the user has the appropriate privileges in ADManager Plus to perform that task. Then, based on the task type, the appropriate module performs the required actions and completes the task. For example, if the task is user creation, the management module will create the user in Active Directory through its user creation features.

Communication Method

When you interact with the ADManager Plus server from a web-browser (or a smartphone / mobile device) the communication happens via HTTP protocol. For enhanced security, there is also an option to enable HTTPS protocol.

All communication/interaction between the ADManager Plus server and AD happens via LDAP. This connection can be secured by enabling the LDAP over SSL option in both ADManager Plus and AD.

You can configure security settings, like two-factor authentication, TLS, HTTPS connection, and CAPTCHA, and secure access to ADManager Plus. A product security hardening score is computed based on the settings configured, with a higher score indicating heightened security.

Access to ADManager Plus' Features

The product and its features can be accessed using two types of accounts – the default ADManager Plus accounts and the technician accounts (imported from Active Directory).

1. **ADManager Plus's built-in accounts:** An admin, a helpdesk technician and an HR associate.

- **Admin account:** This account has unrestricted access to all the product's modules and features including product configuration and administration.
- **Helpdesk technician:** This default helpdesk account comes with 'reset password' privilege/role. If needed, you can delegate more roles to this technician account.
- **HR Associate:** This account has the privilege to create new user accounts in Active Directory. This account can also be enriched as needed, by delegating more roles.

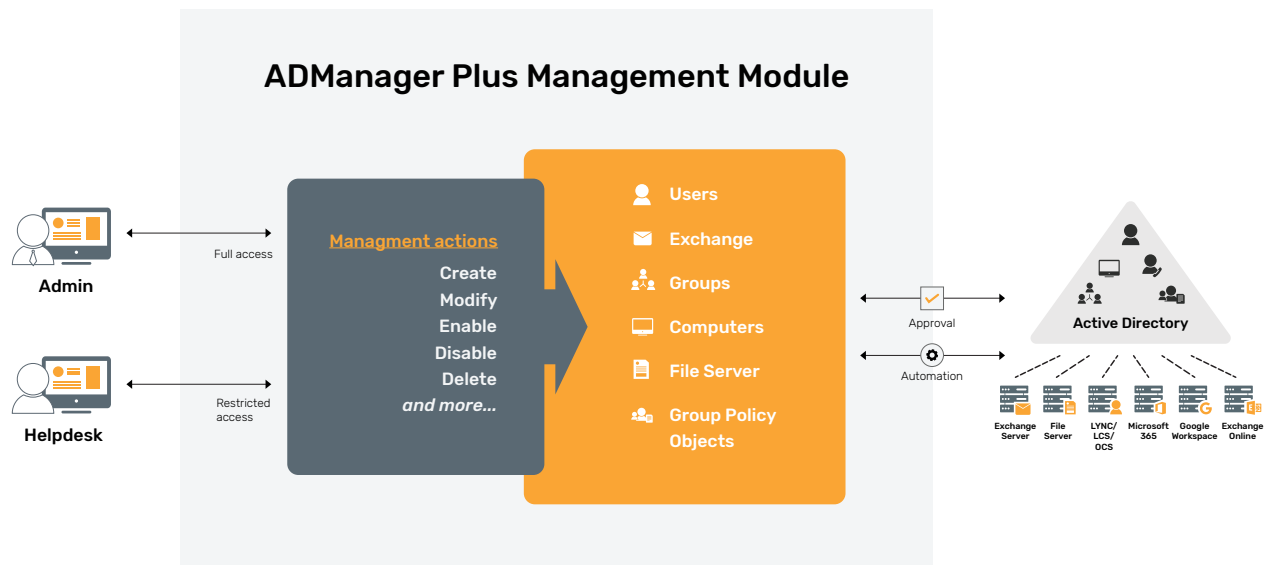
2. **Technician Accounts:** These are user accounts that you import into ADManager Plus from your Active Directory. Their access to the product's modules and features can only be as wide and deep as you want them to be. By delegating the appropriate roles to them you can allow these accounts to perform only specific actions/tasks as required.

When technicians access ADManager Plus, they will be able to view/access only those modules and features delegated to them by the administrator.

Irrespective of the account type, the permissions associated with all these accounts are totally product-specific. That is, all the permissions assigned to them have effect only in ADManager Plus and have no effect in Active Directory. The actual rights of users in Active Directory remain untouched.

3. Management Module: Active Directory, MS Exchange, Microsoft 365, Skype for Business (Lync), and Google Workspace

ADManager Plus's management module offers the ability to manage Active Directory, multiple versions of Exchange Server, Microsoft 365, Skype for Business, and Google Workspace from just one single web-based console.



The management module contains the most frequently performed tasks like user creation, password reset, Exchange mailbox creation, etc. as predefined actions. To perform any task, you will have to just click on the required task and specify the accounts/objects that you wish to manage.

ADManager Plus lets you mandate attributes and create custom attributes without affecting the AD schema. Moreover, ADManager Plus also helps you manage multiple accounts in a single step through its bulk management actions. It also offers template and CSV-based management.

For all management actions, ADManager Plus makes the required changes/updates in the Active Directory. It then updates in its database the objects or accounts for which the management actions were performed, the changes/actions that were performed and also the new or updated values to keep track of the actions performed.

Highlights

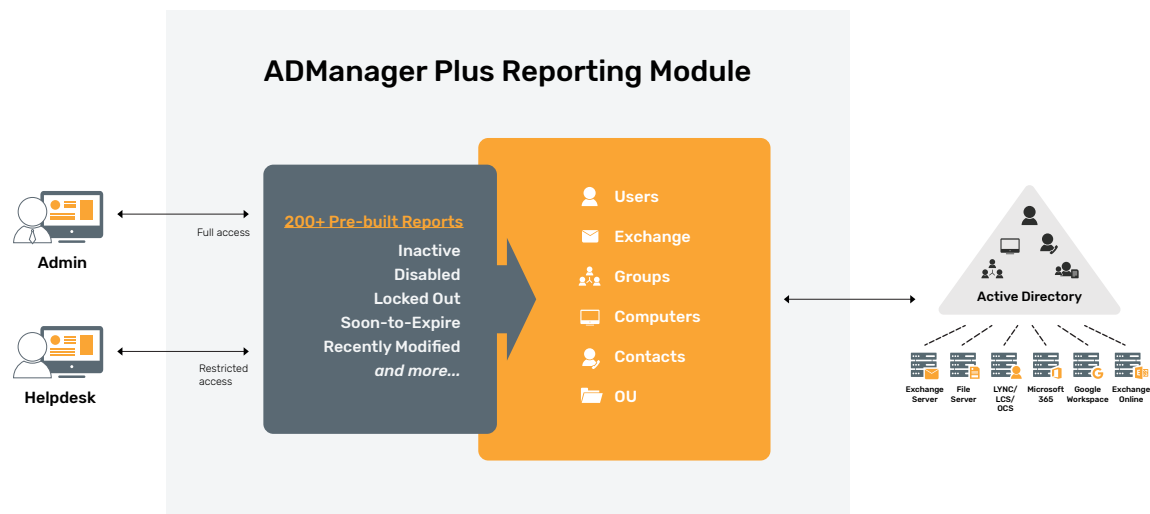
- **One-step provisioning of user accounts across multiple platforms with all the required settings including**
 - Exchange mailboxes, Lync/LCS/ OCS and Google Workspace settings,
 - Appropriate group memberships and privileges,
 - Microsoft 365 licenses, and much more.
- **All-inclusive user provisioning and re-provisioning templates:** Fine tune and standardize the user creation and modification processes as per the organizational policies; configure rules to auto-populate specific user attributes based on certain conditions.
- **Bulk management actions:** Manage multiple users, groups, computers and contacts objects at one go, via CSV import.
- **Microsoft Exchange Server management:** Manage user mailboxes, configure policies, set delivery restrictions, and modify Exchange features (like OWA, OMA, and ActiveSync) for multiple users in one go.
- **Microsoft 365 management:** Administrate users, groups, and contacts in Azure AD as well as mailboxes in your Exchange Online environment. Assign, modify, and revoke licenses for Microsoft 365 accounts.
- **Google Workspace User Provisioning:** Create users in Google Workspace
- **Skype for Business (Lync) Management:** Create, delete, disable/enable Skype for Business (Lync) user accounts and modify policies (Conferencing, Archiving, and Telephony) of specific users.
- **File server management:** Manage NetApp, Isilon, Cluster Shared Volumes, and other file servers in one go. Grant, modify, and revoke NTFS and share permissions of users and groups in bulk.
- **Automated AD management:** Auto-execute tasks/processes like user creation, user modification, AD cleanup, etc.

4. Reporting Module: Active Directory, MS Exchange, Microsoft 365, and Google Workspace

ADManager Plus's reporting module offers 200+ 'out-of-the-box' reports that fetch important information like inactive users, locked out users, distribution group members, compliance reports (SOX/HIPAA), etc. instantly.

These reports are organized into multiple categories like user reports, password-based reports, group reports, Exchange reports, etc. for easy retrieval of the required data.

Besides these, you can also build your own custom reports based on your organization's needs. Combine the required fields from multiple prebuilt reports, and use custom filters to show only the specific attributes needed.



ADManager Plus reports also have built-in management options that enable you to execute management tasks right from the reports. For example, to unlock users, you can just generate the list of locked out users and unlock them using the unlock option located within the report.

Moreover, the 'report scheduler' makes it easy to schedule the generation of required reports. You can also configure this scheduler to email the reports to multiple users.

Whenever a report has to be generated, ADManager Plus fetches the relevant data from all the specified OUs in Active Directory and updates it in its database. It then displays this data to you in a format that is simple and easy to read and understand.

Highlights

- **Over 200 pre-built reports** in multiple categories like User Reports, Password Reports, Group Reports, Computer Reports, Contact Reports, Exchange Reports, GPO Reports, Compliance Reports, OU Reports, Microsoft 365 reports, Google Workspace reports, etc.
- **Management from reports:** Perform vital account management actions like enable, disable, move, delete, etc. right from the reports.
- **Custom report builder:** Allows you to build a custom report from scratch in just a few minutes. You can perform on-the-go modification and deletion of objects from custom reports as well
- **Report Scheduler:** Auto-generate all the required reports for all the required OUs/ domains, at the exact time specified.
- **Export/ email reports:** Export or even deliver the reports to multiple users as email attachments in different formats like Excel, PDF, HTML, CSV, etc.
- **Report customization:** to get the exact information that you need by displaying only those attributes that you need.
- **Column customization:** Customize select relevant attributes from the list of available attributes that are to be displayed while generating reports.

5. Customizable Workflow

ADManager Plus's workflow offers multiple levels (request, review, approve, and execute) which can be customized as per your needs. The review-approve model standardizes the process of executing management tasks and prevent unauthorized/harmful changes. Workflow also allows you to write 'assignment rules' to expedite the execution of tasks by automatically assigning them to appropriate technicians based on their expertise.

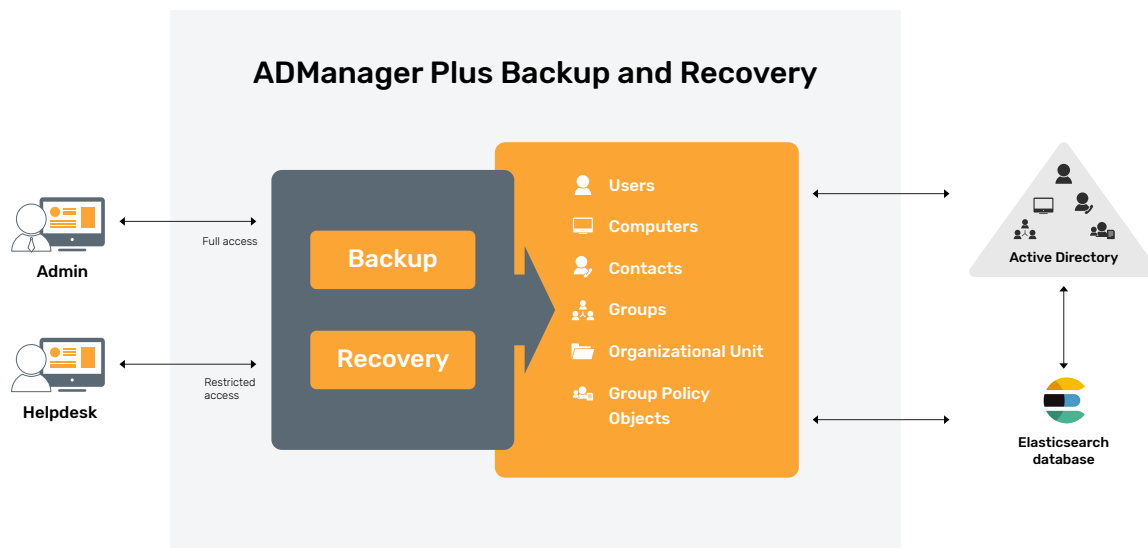


Highlights

- **Customizable workflow** to specify the execution flow or path for every task; ensure adherence to the required IT compliance standards and also organizational policies.
- **Configure technicians** as workflow agents: requester, reviewer, approver, and executor.
- **Assignment rules** help you automatically assign requests to the appropriate technicians who are best suited for the tasks.
- **Notification rules** to auto-update all the stake holders via email, about the status of tasks as they progress along each stage of the workflow.
- **Customizable requester roles** to specify the tasks for which a requester or a user can create a request.
- **Request repository** that lists all requests that a requester or a technician has created; you can also list all the requests that have been assigned to the technician.

6. Backup and recovery

ADManager Plus includes a backup and recovery module that helps with accidental modifications and deletions by allowing users to restore changes made to objects instantly with restart-free restoration. You can automate backup operations with the built-in scheduler, and delegate backup and recovery tasks to help desk technicians.



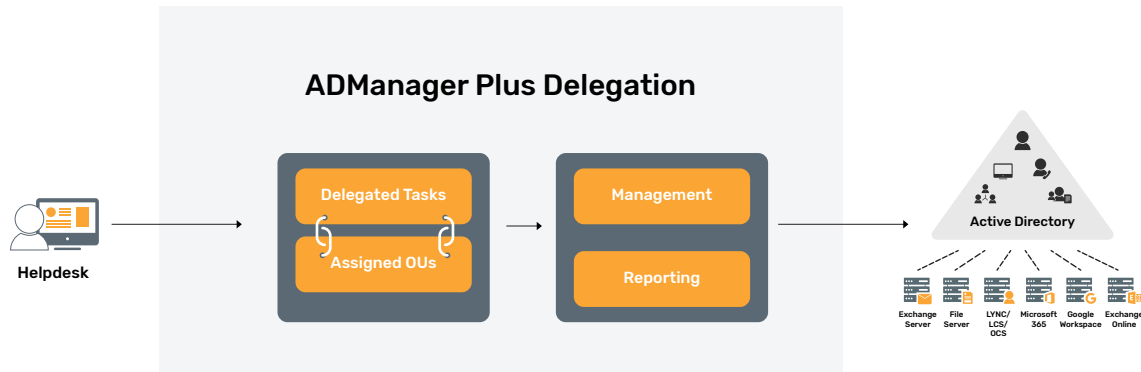
Highlights

- **Complete AD backup:** Perform a full backup of all Active Directory objects including users, computers, contacts, groups, OUs, GPOs, dynamic distribution groups, and DNS nodes/zones.
- **Incremental backups:** Back up the changes made to objects as different versions. This allows you to easily compare and revert to the version of the object you want.
- **Restart-free recovery:** Recover objects without restarting domain controllers (DCs), ensuring productivity is unhindered. Unlike native AD tools, ADManager Plus helps you restore objects beyond their tombstone period.
- **Granular restore:** Flexible options that let you recover a single AD object or just certain attributes.
- **Control over storage space:** Define the number of full backups to be stored to manage storage space efficiently.

- **Schedule and delegate backup operations:** With automated backup operations, you can focus on other important tasks that need your attention. You can even delegate backup and recovery tasks to a help desk technician, and monitor the recovery operations using audit reports.
- **Intuitive search:** Browse through the Active Directory domain for modified objects from the backup console, and restore them with a single click.
- **Interactive dashboard:** Get a summary of the different backup operations performed, including information about the number of backups available, next scheduled backup time, number of various AD objects being tracked, recent operations performed, etc.

7. Help Desk Delegation

ADManager Plus delegation helps administrators offload excessive burden off their backs by empowering non-administrative users, non-technical/business users (HR, department heads, etc.) to perform repetitive tasks.



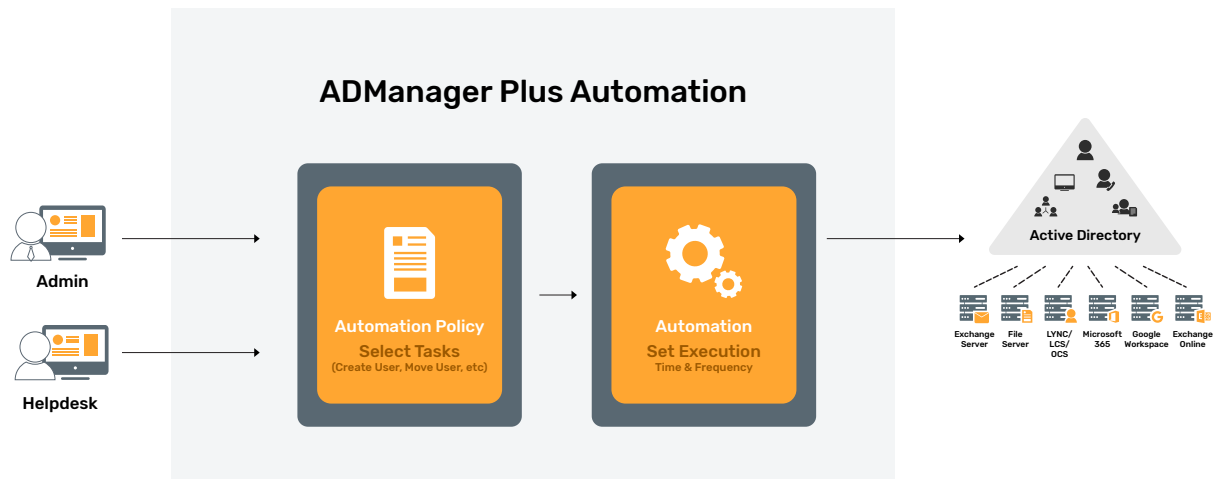
You can select any user from your AD and make a help desk technician out of that user. For example, you can select a user from the HR department and assign 'create and modify users' role to them. This will enable that HR executive to create new users whenever new employees join or modify users whenever promotions, transfers, or role changes occur, without depending on the IT department to help them.

Highlights

- **Secure and non-invasive delegation model:** The rights/privileges assigned technicians are purely at the product level and their actual privileges in Active Directory remain untouched.
- **Customized roles:** A variety of roles can be created to give technicians the ability to perform different tasks (example: reset passwords, move users, generate group reports, etc.).
- **Role-based/profile-based delegation** of tasks to help desk technicians; only those modules/features assigned to technicians will be visible to them.
- **Group-based delegation** lets administrators delegate help desk roles to AD groups, wherein all the group members inherit the assigned roles and permissions.
- **OU-specific administration** enables technicians to perform different set of tasks in different OUs. For example, a technician can create and modify users in OU1, create computers in OU2, create and modify groups in OU3, etc.
- **Cross-domain/multi-domain delegation** allows technicians to perform the designated tasks in multiple domains.
- **Audit reports:** Get a trail of all the actions that a help desk technician has performed and all the actions that have been performed on a technician or role.

8. Active Directory Automation

ADManager Plus's automation ensures error-free execution of frequently performed tasks (reset password, unlock accounts, etc.). Automation offers administrators more freedom, peace of mind, and time to focus on the truly important and mission critical tasks.

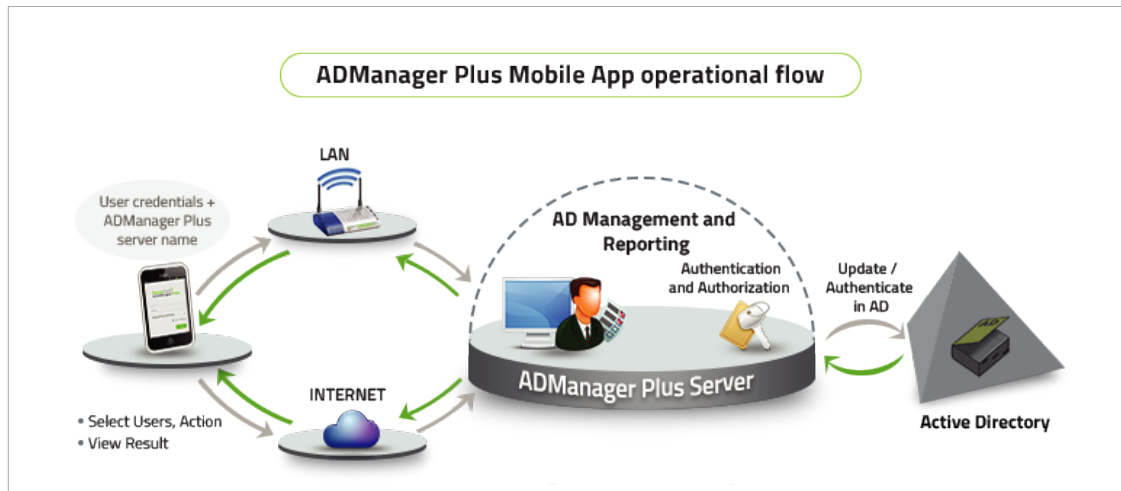


Highlights

- **Automation Policy** helps automate any often repeated or critical Active Directory management tasks; also allows you to set up a series of follow up tasks along with their execution sequence.
- **Automate tasks** by associating templates, CSV files, and HR management system (HRMS) integrations (like Zoho People and Microsoft SQL Server databases).
- **Automation helps specify the time of execution** for the tasks that have to be automatically executed, set the frequency at which these tasks have to be performed, and also specify the appropriate input for these tasks.
- **Controlled Automation** makes the task execution follow the review-approval process specified in workflow.

9. ADManager Plus Mobile Apps

The native iOS and Android apps of ADManager Plus put you in control of all your user accounts, even when you are 'on-the-move'. Using these mobile apps, you can connect to your ADManager Plus server and manage all the user accounts right from your mobile devices.



Currently, ADManager Plus mobile apps offer the following features:

- **AD user management:** Reset passwords and unlock accounts. Enable and disable, delete, and create users.
- **AD users' group membership management.**
- **AD computer management:** Reset computers.
- **Workflow:** View, manage, and execute requests for AD management and reporting tasks.
- **AD user reports:** All, locked out, disabled, password expired, and inactive reports.
- **AD computer reports:** All, Disabled, and Inactive reports.

10. Integration with other IT applications

ADManager Plus offers out-of-the-box integration with other important IT applications such as help desk software, HR applications (HRMS), databases, and SIEM solutions. It has also exposed a set of REST APIs using which it is possible to integrate ADManager Plus with any software or application. This helps bring in a holistic and unified approach to AD management and security.

Following are applications that ADManager Plus integrates with:

- **Help desk software:** ManageEngine ServiceDesk Plus and ServiceDesk Plus Cloud, ServiceNow, Zendesk, and Jira
- **HRMS applications:** Zoho People, Workday, UltiPro, and BambooHR
- **Databases:** Oracle and MS SQL
- **Password self-service:** ADSelfService Plus
- **Privilege access security:** PAM360
- **Log forwarding:** Syslog and Splunk

Highlights:

- **Empowers help desk technicians:** By integrating with ServiceDesk Plus, Service Now, and Zendesk, ADManager Plus enables technicians to manage AD user accounts right from within their help desk console. Technicians can create AD user accounts, reset passwords, manage users' group membership, unlock accounts, disable/accounts, and more, with just point-n-click actions.
- **Automates user management based on HR data:** Whenever a new employee record is added in HR applications, or HR databases running on Oracle and MS SQL, an AD user account is created for the new employee, automatically. Similarly, whenever an employee record is modified or deleted from the HR applications or HR databases, the corresponding user account is also modified or deleted from AD.
- **Helps enhance AD Security:** Forwards the logs of all AD operations performed through ADManager Plus to Syslog servers, which have a SIEM solution, to detect and investigate security incidents, and comply with IT regulations, easily.

ADManager Plus has also exposed a set of REST APIs to enable integration with any other IT application, and management of AD user accounts from that application.

11. ADManager Plus Support

You can get a first-hand experience of managing your AD, Exchange, Microsoft 365, Skype for Business, and Google Apps via ADManager Plus using the 30-day free trial.

For a personalized demo of ADManager Plus, or any further information, you can contact our support team 24*5



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Visit www.admanagerplus.com for in-depth information about the solution and all its features.

ManageEngine ADManager Plus

ManageEngine ADManager Plus is a web-based Windows AD management and reporting solution that helps AD administrators and help desk technicians accomplish their day-to-day activities. With an intuitive, easy-to-use interface, ADManager Plus handles a variety of complex tasks and generates an exhaustive list of AD reports, some of which are essential requirements to satisfy compliance audits. It also helps administrators manage and report on their Exchange Server, Microsoft 365, and Google Apps environments, in addition to AD, all from a single console.

For more information about ADManager Plus, visit manageengine.com/ad-manager.

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